

CLERK OF THE BOARD PROGRAM MANAGER

DEFINITION:

Under general direction, to supervise and direct the activities of one or more units in the Department of the Clerk of the Board of Supervisors; to manage and direct a major departmental program; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS:

Clerk of the Board Program Manager (Program Manager) is a class allocated only to the Department of the Clerk of the Board of Supervisors. Program Managers report to the Chief Deputy Clerks and are responsible for managing and directing one or more programs/sections and developing policies and operations that support the work of the department. This class differs from the next lower class, Clerk of the Board Assistant III, in that the latter is not responsible for program development and does not develop policies/activities.

EXAMPLES OF DUTIES:

Assists in carrying out department mission, goals, administrative policies and procedures, special projects, and studies; supervises staff involved in program activities and evaluates personnel performance; provides expertise to identify, evaluate, and resolve program issues; participates in promotional and disciplinary boards; establishes and maintains work standards to ensure the department mission is carried out; coordinates training and development of staff; reviews completed staff assignments for accuracy; ensures compliance with the department's Equal Opportunity Policy and the Code of Ethics/Statement of Ethical and Legal Standards Policy; acts as department contact for other county departments for program issues; determines appropriate handling of sensitive/urgent requests of county departments; directs the preparation and revision of procedure manuals; oversees the operation of the automated records indexing system; represents the Clerk of the Board of Supervisors as requested; prepares and presents reports as requested; prepares correspondence for the Clerk's signature; manages special projects and performs special studies/assignments as directed; reviews program service delivery to ensure optimum performance and productivity; plans program activities to ensure optimal customer service; reviews program output for quality control; monitors operational conditions, identifies procedural issues, and implements solutions; identifies and works to mitigate risks; develops program goals and ensures efficient use of time and resources to accomplish goals; interprets and carries out county and department policies and procedures; analyzes mandated and discretionary levels of service, workload statistics, staffing and fixed asset needs and develops and manages the budget of one or more programs/sections.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Principles and theory of human resource management.
- Principles of office management.
- Budgeting processes and budget management.
- Record keeping and procedures relating to the department's programs.
- Data collection and analysis methods.
- Organization and operating policies and procedures.

- Personal computers, automated records management systems and terminology.

Skills and Ability to:

- Plan, organize and prioritize the work of others.
- Manage resources efficiently and effectively.
- Schedule, train, supervise and monitor the work of subordinate personnel.
- Establish and maintain performance standards.
- Establish and promote teamwork collaboration.
- Foster a customer service oriented environment.
- Exercise independent judgment and initiative.
- Recognize issues of a sensitive nature and bring them to the attention of the Clerk.
- Coordinate activities with programs within the department and with other departments.
- Communicate effectively both orally and in writing.
- Prepare and comprehend a variety of technical reports, correspondence and documents.
- Establish and maintain effective working relations with those contacted during the course of work.
- Analyze complex problems and identify and implement solutions.
- Research and verify a variety of information.
- Prepare executive level correspondence and reports.
- Set and meet tight and/or legal deadlines.
- Participate in collaborative decision-making.
- Monitor programs, processes and personnel for continuous improvement opportunities and state-of-the-art operations.

EDUCATION/EXPERIENCE:

Education, training and/or experience, which would, demonstrate the possession of the knowledge and skills stated above. Examples of qualifying education, training and/or experience are:

1. A bachelor's degree from an accredited college or university in business or public administration, or closely related field, AND, one (1) year of supervisory experience; OR,
2. Three (3) years of experience as a Clerk of the Board Assistant III or its equivalent in the County of San Diego, AND, one (1) year of supervisory experience; OR,
3. Four (4) years of progressively responsible supervisory, management, program or administration experience.

SPECIAL NOTES, LICENSES OR REQUIREMENTS:

License:

A valid California Class C drivers license, or the ability to arrange for transportation, must be maintained throughout employment. Employees in this class may be required to use their own personal vehicle.

Character:

Must have a reputation for honesty and trustworthiness. Convictions, depending on the type, number and recency may be disqualifying.

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service

Rule 4.2.5).